



**NEVADA LEGISLATIVE COUNSEL BUREAU
ADMINISTRATIVE DIVISION / INFORMATION TECHNOLOGY SERVICES
SUPPORT SERVICES TECHNICIAN**

POSITION: Support Services Technician, Full-Time Employment, Carson City, Nevada
Contact: Ken Kruse, Human Resources/Accounting, 775.684.6966

SALARY AND BENEFITS:

Grade 34, (\$42,553 annually at the Employee/Employer Retirement Rate, \$20.83 per hour); Benefits include: Paid holidays, annual leave, sick leave, insurance; all after the appropriate waiting periods. This position is scheduled to begin on January 1, 2013.

SUMMARY:

The Support Services Technician provides support to the Legislative Counsel Bureau (LCB), Legislators and staff by answering and resolving computer and technically related service requests.

This job description provides a descriptive list of the range of duties performed by employees who hold this position. It does not list all of the duties of the job. To meet the needs of the Administrative Division, an employee in this position may be asked by supervisors to perform other duties in addition to or in lieu of those set forth herein. An employee in this position will be evaluated in part based upon the performance of the tasks listed in this job description. The Administrative Division has the right to revise this job description at any time. The job description is not a contract for employment.

DUTIES & RESPONSIBILITIES:

- Answer and log incoming calls to the ITS Help Desk
- Resolve hardware, software and printer issues
- Install and maintain hardware and software
- Train users in personal computer and software operation
- Develop procedural and software documentation
- Provide timely, onsite support
- Establish and maintain good customer relations
- Troubleshoot computer network connections (LAN and Wireless)
- Provide high quality customer service through courteous, prompt and accurate communications
- Provide follow up with customers to ensure satisfactory resolution of service requests
- Analyze and developing various solutions to difficult problems
- Other duties as assigned

TECHNICAL SKILLS:

- Microsoft Office 2007/2010
- Windows XP & Windows 7
- Internet; various research and search tools
- IssueTrak & SharePoint knowledge a plus

ABILITY TO:

- Work well with others and work efficiently on a team
- Provide exceptional communication and collaboration skills
- Possess a friendly presence and helpful attitude; maintain good interpersonal skills
- Demonstrate exceptional phone skills and a professional demeanor
- Communicate effectively with customers, both technical and non-technical
- Understand and contribute to functional requirements and translate them into technical design and development projects
- Resolve discrepancies between requirements and policies, standards, and procedures
- Provide a strong customer service focus with a willingness to follow through
- Maintain confidentiality of information
- Productively handle changing priorities
- Quickly adapt to new situations and challenges
- Exercise patience and professionalism during stressful situations
- Learn and retain new skills quickly and effectively
- Define complex problems and select the best course of action
- Visualize a problem or situation and think abstractly to solve it
- Pay attention to detail with a high degree of accuracy

WORKING CONDITIONS:

- This position requires extended hours during the Legislative Session, including weekends and evenings; a flexible schedule is mandatory
- This position is located in Carson City, Nevada

EDUCATION AND EXPERIENCE:

- Graduation from high school or equivalent
- A Bachelor degree is preferred, but not required
- Three years of customer service/support experience in the IT field
- Extensive word processing knowledge

APPLICATION PROCESS:

The Legislative Counsel Bureau (LCB) is the central non-partisan staff agency serving to support the legislative branch of government and collectively serves the Nevada Legislature. The LCB invites interested applicants to fully familiarize themselves with the above-outlined duties, abilities, and job functions. Applicants selected for an interview will be administered a Skills Based Test as part of the interview process. Finalist may be subject to a background check.

All applicants must submit an LCB Job Application and are encouraged to submit a letter of application with a current résumé, including references. The LCB application can be found at: www.leg.state.nv.us/openings. Applications must be submitted by Friday, December 7, 2012 at 5:00 p.m. Email may be used to transmit your application, letter and résumé. Please utilize a Word format and send to kkruise@lcb.state.nv.us. Application may be dropped off in person to room 1140 of the Nevada Legislature or mailed to:

Legislative Counsel Bureau
Attn: Ken Kruse, Human Resources/Accounting
Legislative Counsel Bureau
401 S. Carson Street
Carson City, NV 89701-4747